



North Carolina Office of the State Controller

W2 – Frequently Asked Questions

1. Can I get a copy of my W2 from ESS?

Yes, you may print your 2009 W2 from ESS. Use the following link for instructions:

http://help.mybeacon.nc.gov/beaconhelp/ESS%20and%20MSS/ESS%20-%20My%20Pay/pdf_Printing%20a%20W-2%20Reprint%20in%20ESS.pdf

2. I need a W2 reprint, how do I get one?

You may print a W2 (2009 only) from ESS – see instruction link above. If you do not have access to ESS, please call BEST Shared Services at 919-707-0707 to request a reprint.

3. My address has changed, how do I receive a W2 reprint?

See above information in #2. Be sure that you correct your address (permanent and/or mailing) in ESS, with your agency HR office, or by submitting a form to BEST for processing.

4. My W2 was damaged in the mail, how do I get another one?

If you have access to ESS, you may reprint the 2009 W2 yourself, if you do not have access to ESS, please call BEST Shared Services at 919-707-0707.

5. Why are TSERS not reported on my W2?

Per IRS regulations TSERS are not reported on W2.

6. My social security number or name is incorrect on my W2. How do I correct this?

You must take a copy of your original social security card to your agency HR office for assistance in correcting the number or name. Once the correction has been made by your agency, you will be issued a W2C shortly thereafter.

7. I did not earn this much money. I need my W2 corrected?

Please review your last pay statement for 2009 and compare the taxable wages in the lower right portion of your pay stub with your W2. If you still have questions, please contact BEST Shared Services and open a ticket for assistance.



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8. How do I know what goes in each box?

The following table shows you how to look at your pay stub fields and compare to the boxes on your W2:

W2 Box	Pay Stub	W2 Box	Pay Stub
Box 1	Federal Withholding YTD Txbl Earn	Box 11	Blank
Box 2	Federal Withholding YTD Tax	Box 12a-d	Will contain the following codes amounts: C = group term life D = 401k E = 403b G = 457b AA = Roth 401k BB = Roth 403b
Box 3	Federal Social Security YTD Txbl Earn	Box 13	Checked for retirement if in state retirement plan or contributed to 401k plan
Box 4	Federal Social Security YTD Tax	Box 14	NC Flex Health Spending
Box 5	Federal Medicare YTD Txbl Earn	Box 15	State code for withholding (NC, SC, GA, etc.)
Box 6	Federal Medicare YTD Tax	Box 16	State Withholding YTD Txbl Earn
Box 7	Blank	Box 17	State Withholding YTD Tax
Box 8	Blank	Box 18	Blank
Box 9	Advanced EIC (earned income Credit) payment	Box 19	Blank
Box 10	NC Flex Dependent Care	Box 20	Blank

9. My federal tax amounts do not look correct or my tax advisor says that not enough federal taxes were withheld. How do I get my W2 corrected?

In 2009, the federal government passed a stimulus package to reduce the federal withholdings for employees. See the following link for more information on this program: <http://www.irs.gov/newsroom/article/0,,id=204447,00.html>.

For the current year – 2010 - any adjustments to your withholding amounts will require you to complete a new W4 form – you may complete the form on-line through ESS or if you do not have access to ESS the form can be found at:

http://www.osc.nc.gov/BEST/support/forms_py.html.



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10. When will I be able to print my own W2 from ESS?

Copies of your W2 will be available for you to reprint on ESS approximately 2 weeks after the original W2's are mailed to your address of record.

11. Why can't I print my original W2?

Printing an original W2 requires electronic signature notification from you to us granting permission for you to electronically print. The system is not currently configured for this process.

12. I need a W2C reprint. When will I be able to get one?

Requests for W2C reprints must be placed through BEST Shared Services. These will be printed and mailed to you.

13. I need a copy of my 2008 W2/W2C. How do I get a copy?

Call BEST Shared Services and request a copy of your 2008 W2 or 2008 W2C.

14. I need a copy of my W2 for years 2007 and earlier.

You will need to call the OSC Support Services group at 919-707-0795 and request a reprint through the HEAT call tracking system.

If you have other questions, or need additional assistance or information, please contact BEST Shared Services at 1-866-NCBEST4(u) or local at 919-707-0707. You may also email BEST at: BEST@osc.nc.gov.